

## OVERVIEW

The selection of staff is not only a costly activity in itself, but also marks the beginning of a significant period of investment. By getting the process right, costs are reduced and benefits begin to accrue.

This workshop enables attendees to determine a framework of objective criteria within which to shortlist and select people for jobs and the confidence to objectively make a decision. Attendees will also have the opportunity to acquire and practice behavioural interviewing skills.

### Who is it for?

This one day workshop is suitable for all those involved in the selection or recruitment of candidates who don't already have the experience or confidence to deal with the process. And for those who would like to update or refresh their existing skills.

### Content:

- Why it is important to have a robust recruitment process
- How to avoid discrimination during the recruitment process
- Defining the requirements for the role
- Identify the most appropriate method for selection
- Applying a structure to the recruitment process
- Asking relevant and probing questions relating to CV and criteria for role
- Skills required to conduct effective interviews
- Making a fair and objective recruitment decision based on evidence collected
- Delivering feedback to candidates

### Learning Objectives:

By completing this workshop, attendees will be able to:

- Set objective criteria against which candidates can be measured
- Use a range of questioning styles to determine a candidate's suitability for the job
- Be aware of how body language can influence a candidate's behaviour
- State the importance of equal opportunity issues when applied to the conduct of interviews
- Recite the principals of, and be able to give, quality feedback to successful and unsuccessful candidates
- Produce an action plan for implementation back in the workplace

